



Process Flow Overview

SFA HR Automation

Classification:

Primary Functionality: Payroll Administration & Personnel Management

Sub-function: Payroll system management (New Hire)

- ☒ "As-Is"
☐ "To-Be"

Description:

This "As-Is" flow provides an overview of how new hire information gets entered into the payroll system. The process is semi-automated through the use of Federal Personnel/Payroll System (FPPS). The Department of Education's Human Resources Group (HRG) enters personal data from the employee's application into FPPS. The new hire attends ED's orientation where the employee receives all the necessary forms. The employee completes and submits the forms to HRG. The information is then keyed into the system and forwarded to FPPS in Denver.

Handoffs:

There are 7 handoffs in the "As-Is" New Hire process. Handoffs occur between: SFA HR - Servicing Specialist, Servicing Specialist - A&R Technician, Servicing Specialist - employee, employee - A&R Technician, A&R Technician - Customer Service Team III Leader, Customer Service Team III Leader - A&R Technician, and A&R Technician - SFA HR.

Average Process Completion Time:

The average process completion time for setting up new hires in FPPS for payroll is 1½ weeks.

Position title	Agency name	Time/request	Number of positions	Percent of time/year	Number processed/year
Customer Service Team III Leader	SFA	5 min.	1	Less than 1	72*
Servicing Specialist	HRG	30 min.	5	Less than 1	72*
A&R Technician	HRG	30 min.	1	2%	72*

* Includes new hires in regions

Cost:

- HRG inter-agency agreement for use of FPPS: \$230,000 annually
- FPPS: \$165 per W-2 form annually
- SFA-sponsored FTEs: ~\$255,543 (based on 3 FTEs at an average OM salary of \$85,181)

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Assumptions:

- The process flow assumes that all forms submitted by the employee are complete. If certain parts of the form(s) are not filled in, SFA HR will return the form(s) to the employee to complete and resubmit.
- The new hire process flow assumes that the SF 50 is accurate. If the Customer Service Team III Leader detects an error in the printed SF 50, then the Customer Service Team III Leader completes an error sheet and returns the SF 50 to HRG's Servicing Specialist to make the necessary changes.

Exclusions:

- None

Regions:

- The regional offices follow a slightly different procedure for processing personnel actions; refer to the Regional Process: Requesting Personnel Actions sheet for details.
- The new hire process is similar in the regions and in headquarters. The main difference is that the regional offices operate with a smaller staff that typically includes one Personnel Officer and one Personnel Specialist. HR employees in the regions are generalists, which means that they perform all HR functions rather than specialists in headquarters that only handle matters related to Employee Relations, Labor Relations, etc. Because there are less people involved in executing HR functions, there are fewer handoffs in the regions.

Strategic Direction:

SFA HR has no role in the current new hire process. This flow will help SFA HR determine if the new hire process is a responsibility they want to assume or if this function would be performed better by HRG. After reviewing this flow, SFA HR will be able to decide whether or not they want to bring this function in-house.